Ames Webmail User Guide

Version 3.0

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Introduction To Ames Webmail

What Webmail Is – And Isn't

The Ames Webmail interface is a web browser accessible email interface that allows users to access their Ames email accounts from anywhere in the world, without compromising security. Webmail is **not** intended to replace onsite email clients, such as Eudora, or VPN account functions.

Webmail Vacation Messages

Webmail users can create and enable vacation messages that will automatically be sent in reply to all incoming messages. Please refer to page 8 to learn how to create and enable a vacation message.

A Note to First Time Users

First time users are often surprised to find few or no emails in their inboxes when using Webmail. By default, most Eudora clients installed at Ames are configured to remove email from the mail server and copy it to the user's desktop computer for viewing, sorting and processing. Remember, Webmail is **unable** to access the contents of your Eudora inbox on your desktop computer -- it can only access the email that is on the server. You may choose to reconfigure your Eudora to keep a copy of each email on the server for a week, so you can access it in Webmail during this time. This is especially important if you plan on using both interfaces or are planning to use Webmail from another site. Please refer to the last page of this document for more details.

Webmail Security

Basic Webmail session security supports 128-bit encryption. This is much more secure than most "https" sites, which only support 40-bit encryption.

Recommended Web Browsers

Internet Explorer 5.0 or newer
Netscape 6 or newer
Safari

Bare Minimum: Frames-compatible browser with JavaScript turned on, and 128-bit encryption

Webmail Skins

The current release of Webmail lets you choose between two different "skins". These skins provide the "look and feel" of Webmail, such as the placement of navigation links and the display of email messages. The original skin, which is referred to in Settings as "Basic", is the default. The new skin is called "Preview". Both skins have very similar functionality. The main difference is their appearance.

The Settings link lets you choose the skin you want to use.

All sample screens in this document (except for those in the section titled "Preview Skin") show the "Basic" skin. When the "Preview" skin looks or works significantly different than the "Basic" skin, a "Skin Note" is provided in the instructions. For more information about the "Preview" skin and how it differs from the "Basic" skin, see the section "Preview Skin" on page 18.

Using Webmail

Webmail Interface Login Page

Launch a web browser and go to: https://mail.arc.nasa.gov. It is important to make sure you have put the "s" after http. If you neglect to use http**s** you will be unable to get to the Webmail site. Use your regular Ames email Login and Password to log into the Webmail interface:

Call the Help Desk at 4-2000 if you have problems logging on.

Inbox Folder

The Inbox folder is the first page you should see, upon login.

Sample Inbox Folder

To delete messages, check the box(es) to the left of message(s) that you wish to delete, and click the "Delete Checked" button.

To read a message, click on the underlined link in the "Received" column.

Caution: If you delete messages using Webmail, you will delete them from the Ames mail server, and you will not be able to recover them using Webmail, or your onsite email client such as Eudora. Once you delete a message in Webmail it is *permanently* deleted from the mail server.
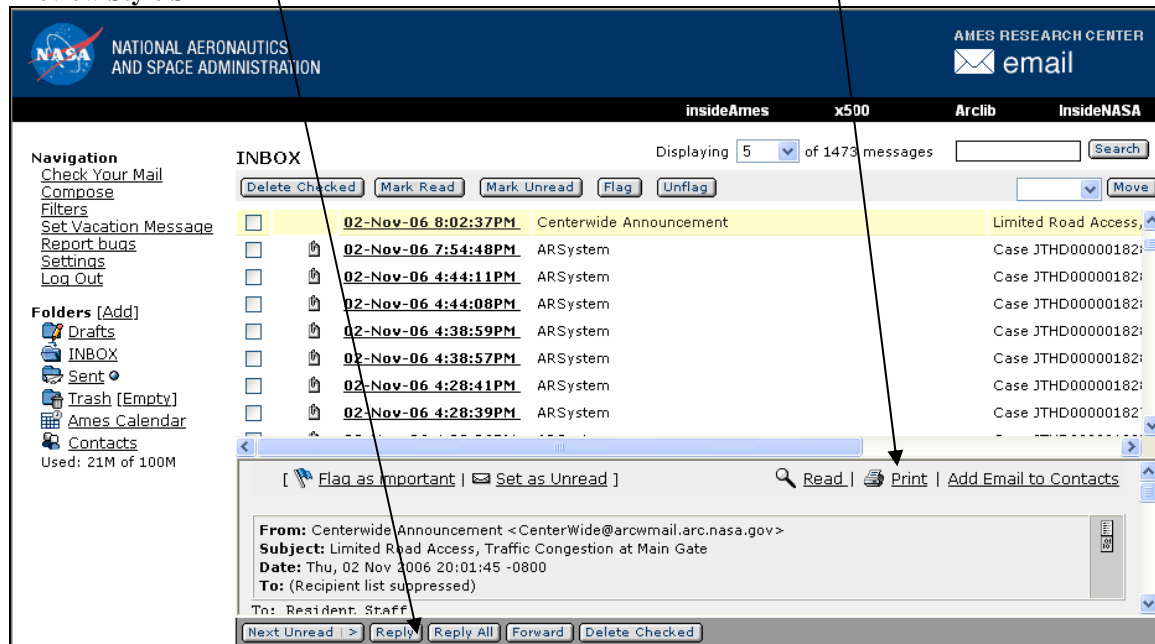
Read Message

Default Basic Style Skin
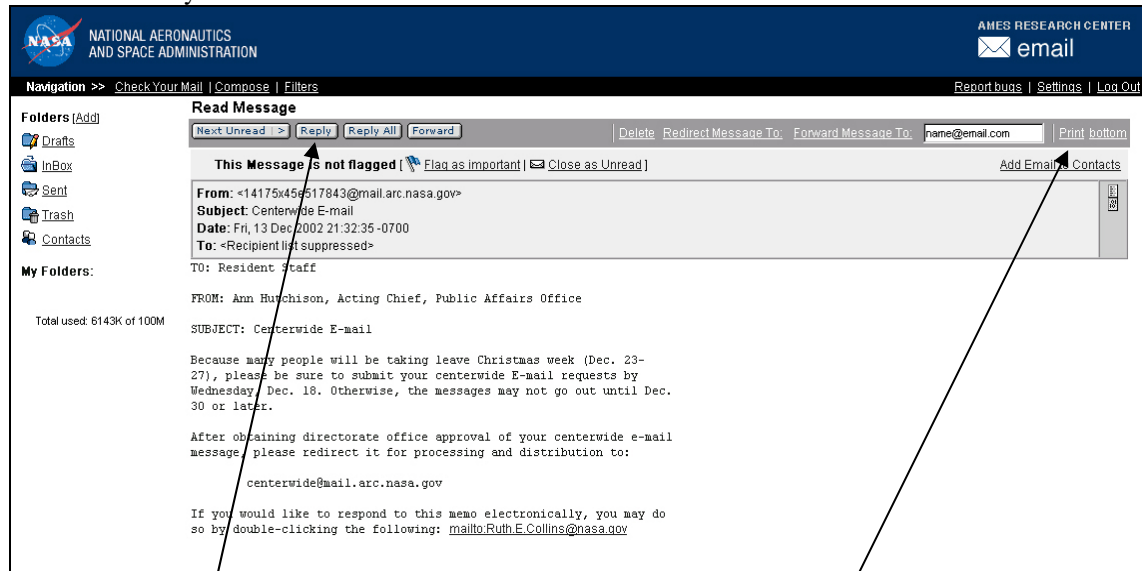
To reply to a message, click the "Reply" or "Reply to All" button.

To print a message, click on the "Print" link. After reading a message, you can return to the Inbox page by clicking on the Inbox link, or by using your browser's "back" button.

Preview Style Skin

Skin Note: If you're using the "Preview" skin, the content of the selected message appears below the Inbox, rather than in place of the Inbox. An example of the "preview skin" style is presented above.

Note: Webmail and your desktop email client are completely separate programs. A reply message you send or a new message you send from the Webmail interface will not show up in your on-site email client (e.g., Eudora) outbox. To ensure that you can access your Webmail sent messages using your onsite email client, it is recommended that you cc your own email address when replying via the Webmail interface.

Hint: Click the "Add Email to Contacts" link on the "Read Message" page to add the sender's email address to your Contacts folder. If this feature does not work for you, follow the procedures on page 11 for setting your default Contacts folder. After setting your default Contacts folder, you must log out and then log back in, to enable this feature.

Compose a Message

To compose a new message, click the "Compose" link in the black header bar. If you are using the "Preview Skin" the compose button appears on the left side of the window under the" Navigation" header.


Attaching Files

Click on the "Browse" buttons at the bottom of the page to browse for files you wish to attach. Click on the "Open Address Book" to access your stored email addresses, and add them to the "To", "Cc" or "Bcc" text boxes. Click on the "Send" or "Reset" links to perform the desired operation.

Check Spelling

After completing the composition of an email, you can check spelling by clicking the **SpellCheck** button located just below the Subject header of your email. When this button is clicked, a pop-up window of your text will appear. This window will contain the body of your text, and for each misspelled word, a pull-down menu will be available. Each menu will contain suggestions for the misspelled word. Select the appropriate word in the menu, and click on the **Finish Checking** button when complete. The pop-up window will close, and the corrected text will appear in the body of your email.
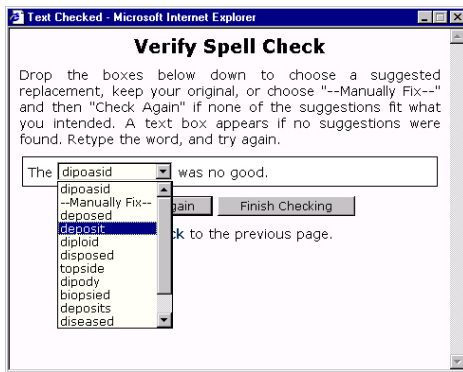
Find An Email Address

On the Compose page, there is a link labeled Search The Server.
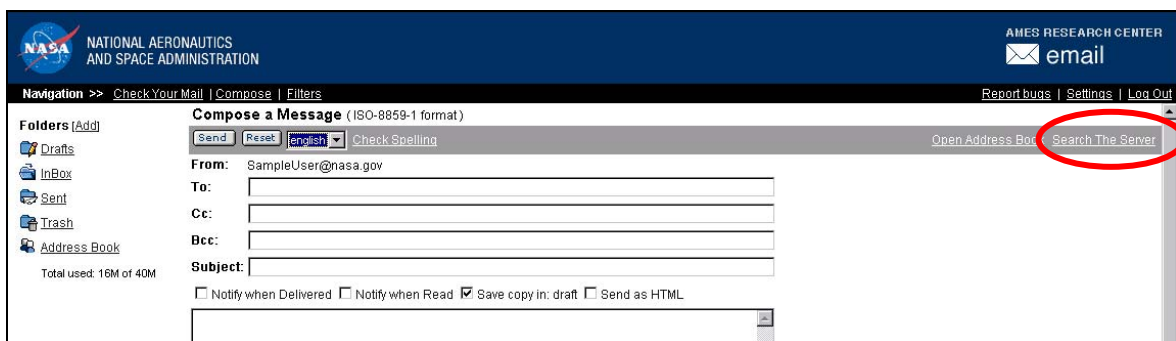
This feature will allow you to search for users with email accounts on the mail.arc.nasa.gov server. When you click on the "Search The Server link", a pop-up window will appear. Select and enter the criteria you wish to search for and click on the Search button. The results of the search will appear in the window. This feature will only search for users of the mail.arc.nasa.gov email service.
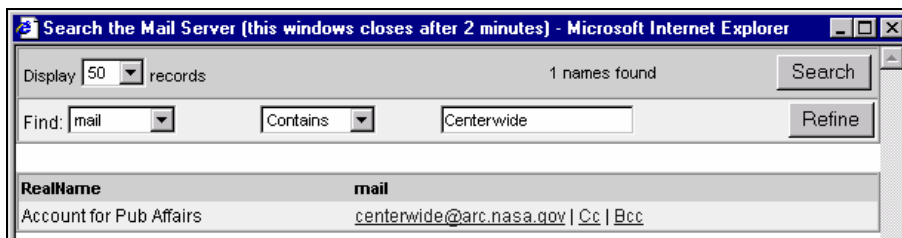
Sent Folder

To view messages you have sent using your Webmail interface, click the "Sent" link that is directly below the "Inbox" link.

Sample Sent Folder

Using the features of the "Sent" folder, you can delete, flag, move or copy messages, as desired.

Reminder: Messages sent via the Webmail interface will not appear in your on-site email client outbox. We recommend that you cc your own email address if you wish to view messages sent by Webmail, using your on-site email client.

Create New Folder

To create a new folder, click on the "Add" link next to the "Folders" heading.
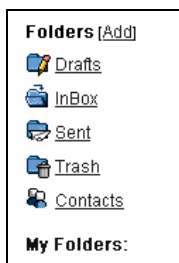
You may create new folders, as desired. "Mailbox type" options can be set to "Mailbox" or "Address Book" in the "Mailbox type" pull-down menu. Folders created by the user using the Webmail interface will not be created on the user's on-site email client. To delete a folder created using the Webmail interface, open the folder in question and click on the "Options" link to the right of the folder name. In the "Options" window, the user may delete or rename folders he or she has created.

Sample Create New Folder Image

Your new folder link will appear beneath the "My Folders" heading.

Setting a Vacation Message

Ames Webmail users can set up their own vacation message that will automatically be sent in reply to all incoming messages. Click on the "Set Vacation Message" link in the navigation header bar.

Skin Note: If you're using the "Preview" skin, click the "Set Vacation Message" link that's listed under "Navigation" on the left side of your screen. See "Preview Skin" on page 18 for more information.

1. Check the "Enable Vacation Message" box and input the text of your vacation message in the Message Text box.

2. Click the "Save" button at the bottom of the page. Webmail keeps track of who has already received your vacation message, so senders will only receive one copy.

Turning Off a Vacation Message

To deactivate your vacation message when it is no longer needed, uncheck the "Enable Vacation Message" box, and click the Save button at the bottom of the page. Unless you delete it, your vacation message text is saved for future use.

Password Modification

Click on the Settings link. At the top of the Settings page is a "Password" tab that opens the Password Editor page. If you are using the "Preview Skin" the "Settings" option will be under "Navigation" on the left side of the page. When you click "Settings" the word "Password" will appear below "Settings" Click "Password".

Sample Password Modification Page

To update your password, enter your current password, enter your new password twice, as requested, and then click the Save button. Use the password naming rules you learned in your SOLAR training.

Note: Changing your password using the Webmail interface will change your password on the Ames production email server. You will need to use your new password when accessing your on-site email client. See the last page of this document for instructions for changing your Eudora password.

Log Out

To log out, click the "log out" link in the far right corner of the navigation header bar.

Skin Note: If you're using the "Preview" skin, the Log Out link is under Navigation on the left side of your screen.

The following screen will appear.
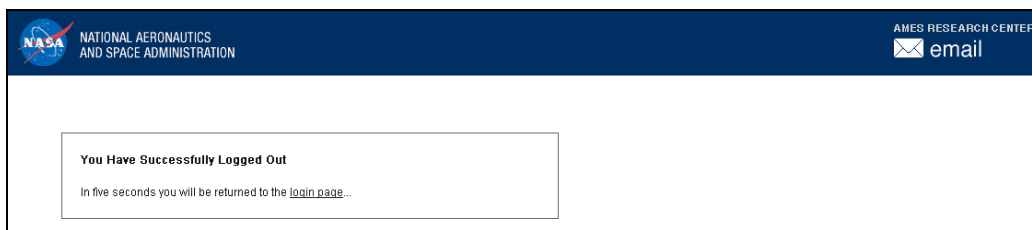
Configuring Your Webmail Interface

When you log in, your **Inbox** folder should appear. Before you start using your Webmail, it is recommended that you configure the Webmail interface as follows:

Creating a Contacts Folder

The Webmail Interface does not have a default contacts folder. You must create one. To create a contacts folder, click the "Add" link next to the "Folders" header.
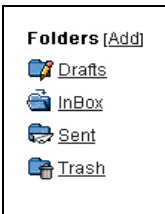
Next, type the name of the contacts folder you wish to create. Select the "Address Book" value in the "Mailbox type" pop-up menu, and click the "Create" link.

A new Contacts link will appear at the bottom of your folder list. Folders created by the user using the Webmail interface will not be created on the user's on-site email client. To delete a folder created using the Webmail interface, open the folder in question and click on the "Options" link to the right of the folder name. On the "Options" page, the user may delete or rename folders he or she has created.
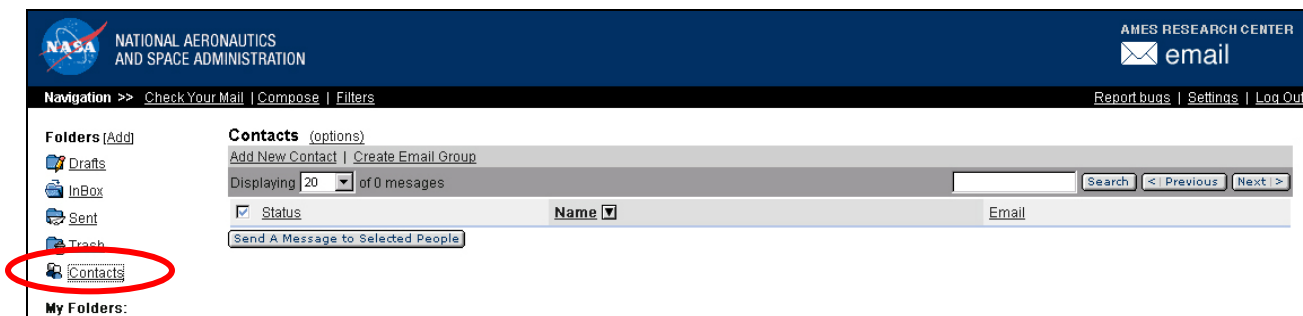
Setting Your Default Contacts Folder

To set your new Contacts folder as your default location to store addresses and contact information, click on the "Settings" link near the upper right corner of the black navigation header bar. There are four tabs near the top of the Settings page. Click on the "Contacts" link.

Skin Note: Preview Skin users will find the "Settings" link under "Navigation" on the left side of the page. "Contacts" will appear when you click on "Settings" in the Preview Skin.

Sample Default Address Books and Mailboxes Page

Use the pull-down menus to set your newly created Contacts folder as your Default Address Book and "default (Contacts)" as your Default Contacts Mailbox. Click the "Save" button.

Adding New Contacts

Users can manually enter email addresses to use with Ames Webmail.

Shortcut: When using the Webmail interface, you may also click the "Add Email to Contacts" link on any "Read Message" page to add a sender's email address to your address book folder. (See "Read Message" section on pages 9 and 10.) However, the user must log out after setting the above default, and then log back in for this feature to work.

To add new contacts manually, click on your newly created Contacts link, then click on the "Add New Contact" link. The following page will appear. Include at least the name and email address of your new contact on this page. Click the links as necessary for "Save" if you only plan to make one entry. Click "Save and New" if you plan to make another entry. Click "Reset" to clear the page.

Sample Add New Contact Page

Webmail Settings Pages

You can tune the Webmail interface by modifying the configuration of the "Settings" pages. The Settings pages contain options that customize mailboxes, mailbox browsing, message browsing, and message composing. They also contain generic settings for:

- Security options used to protect your Webmail sessions
- Character set options
- Trash management

Sample Settings Page, "General" Tab Selected

Trash Management

The Settings page also allows you to specify how the delete operations are handled:

Message Delete Method
> Set this option to "Immediately" if you want to permanently remove a message when you click the Delete link or button. Set this option to "Move To Trash" if you want to move deleted messages to the special Trash mailbox, so they can be recovered from there. Set this option to "Mark" if you want the Delete operation to mark messages as "deleted", without actually removing them. Then you can use the "Purge Deleted" operation to remove all mailbox messages marked as Deleted. The remaining options can be used when the "Move To Trash" method is selected.

Trash Mailbox
> This setting allows you to specify the mailbox to be used as Trash. If you access your account with some other mailer that uses a Trash mailbox, too, you may want to configure the Webmail interface to use the same mailbox as Trash. For example, the Microsoft Outlook client uses the Deleted Items mailbox as a Trash mailbox.

Keep Message Received Time
> If this option is enabled, then messages moved to Trash keep the Received ("Internal") time attribute that shows the time when the message was received. If this option is disabled, the Received time attribute for messages moved to the Trash is changed to the time when they were moved. This option has an effect on the next option.

On Logout Remove from Trash if Older than
> When you log out of the Webmail interface, the system checks the Received date of the messages in the Trash mailbox, and removes all messages older than the specified period of time. Depending on the Keep Message Received Time option value, it allows you to keep only *recent* messages in the Trash, or to keep only *recently deleted* messages in the Trash.

Setting a Filter (optional, for advanced users)

Click on the "Filters" link in the navigation header bar.

Create New Rules

The "Create New Rule" section (see above image) allows you to define a variety of rules to filter incoming messages. First enter the name of your new rule in the **Rule Name** field and press **Create**. Your new rule appears in the list with a default priority of 5. Click on the **Edit** button to set up conditions and actions for your rule.

Rule Conditions

Each Rule can have zero, one, or several conditions. The conditions are checked in the same order they are specified. If a message meets all the Rule conditions, the Rule actions are performed.

The condition operations "is" and "is not" process their parameters as "pictures". The asterisk (*) symbols in parameters are processed as wildcards that match zero or more symbols in the tested string. To check that a string contains the @thatdomain substring, the **is** *@thatdomain* operation should be used, and to check that a string does not end with the somedomain.com substring, the **is not** *somedomain.com operation should be used.

Sample SPAM Rule

You may set "is" and "is not" rules for the following categories: From, To, Cc or Subject.

You then have the option of moving messages that meet the parameters of your rules to existing folders, or to a folder you create yourself (e.g., SPAM Folder).

Setting Up Eudora To Leave Messages On the Email Server For One Week

To configure your Eudora client to leave messages on the mail server for one week, launch Eudora, click on the "Tools" menu and select "Options" as show below.
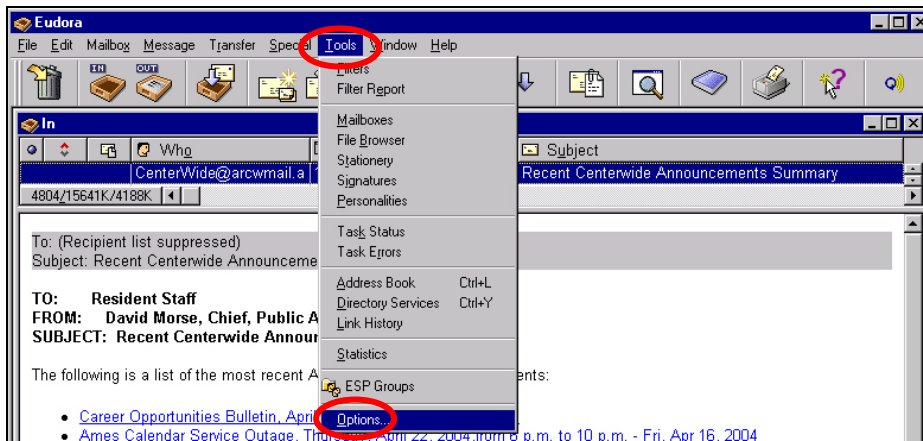

In the Options menu, click on the "Incoming Mail" icon in the column to the left. Enable "Leave mail on server" and set Eudora to delete your mail from the server after 7 days.
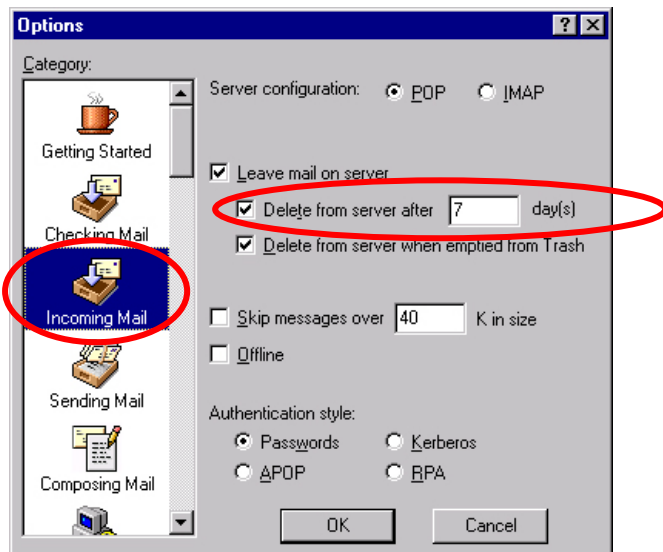
Note: Do not leave your mail on the mail server for more than 7 days.

Changing Your Eudora Password

After changing your email password using Webmail, you should also change the password stored by your on-site Eudora client if you have Eudora set up to "Save Password". Note: If you manually enter the password each time you use Eudora you may skip this step. To do this, launch Eudora, click on the "Special" tab as pictured below, and select "Change Password" from the drop-down menu. Eudora will then allow you to enter your correct password.
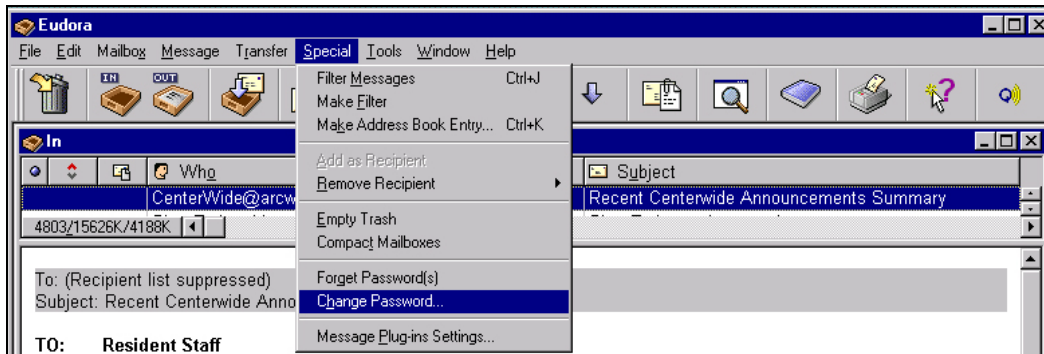
Preview Skin Addendum

The "Preview" skin is a new skin that is available with the latest release of Webmail. It matches the functionality of the "Basic" skin; however, its appearance is different. The intent of this skin is to provide a "look and feel" that is similar to that of client email applications, such as Eudora and Exchange. Also, the "Preview" skin includes some additional features to help make Webmail more useful.

Navigation Links

The navigation links for the "Preview" skin appear on the left side of the screen, rather than along bottom of the banner. This design provides access to additional services, such as InsideAmes, which appear along the bottom of the banner.
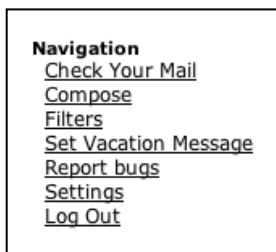
Inbox and Viewing Messages

The "Preview" skin shows both the list of messages in a folder (e.g., Inbox, Sent, Drafts) and the selected message at the same time. The message text appears in a frame below the list of messages. This design allows you to browse through email messages faster since you don't have to return to a separate folder window in order to open another message.

Set Vacation Message

With the "Preview" skin, you can set your vacation message using the "Set Vacation Message" link under "Navigation". This design provides easier access to the screen for setting your vacation message.
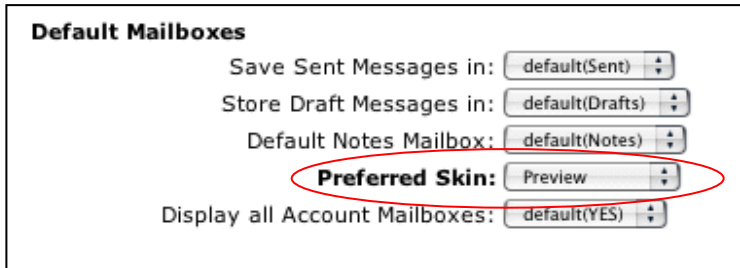
Automatic Save

The "Preview" skin has is additional feature for automatically saving your partially written e-mail messages. If you start writing an email but haven't saved or sent it in 20 minutes, your email message is automatically saved in your Drafts folder. This feature provides greater assurance that partially completed emails won't be lost if you are interrupted while composing an email message.

New Folders

The Ames Calendar is available in the "Preview Skin". It appears as a link under "Folders". Also, rather than having separate lists of folders for those that come automatically with Webmail and those that you add to Webmail, all folders appear together under the "Folders" heading on the left side of the screen.

Switching to the "Preview" Skin

To change to the "Preview" skin, click the Settings link and select "Preview" as the Preferred Skin setting. Then click the "Save" button.

Default Mailboxes

Save Sent Messages in: default(Sent)
Store Draft Messages in: default(Drafts)
Default Notes Mailbox: default(Notes)
Preferred Skin: Preview
Display all Account Mailboxes: default(YES)

For Further Information

For assistance with the Webmail interface or with any other questions regarding e-mail, please call the Ames Helpdesk at 650-604-2000.